

Table 2
Nebraska's Veterans Homes
Summary of FAMILY Satisfaction Survey Responses
2010

Number of Survey Responses = 296

1. How are you related to this member? (N=293)	#	%
Spouse	55	18.8%
Sibling	11	3.8%
Child	86	29.4%
Parent	9	3.1%
Guardian	10	3.4%
Power of Attorney	19	6.5%
Other	103	35.2%

1a. For those who were related in some "other" manner, what was that relationship? (N=103)	#	%
A child with power of attorney (POA)	36	35.0%
A sibling with POA	15	14.6%
A spouse with POA	13	12.6%
A sibling who also is a guardian	4	3.9%
A child who also is a guardian	8	7.8%
A child with POA who also is a guardian	3	2.9%
A parent with POA	2	1.9%
A friend	2	1.9%
A nephew with POA	2	1.9%
A spouse who also is a guardian	2	1.9%
A cousin with POA	2	1.9%
A parent who also is a guardian	1	1.0%
A step-child who also is a guardian of health	1	1.0%
A niece with POA	1	1.0%
An uncle with POA	2	1.9%
A sibling who also is a guardian with POA	2	1.9%
A guardian with POA	1	1.0%
A guardian who also is a conservator	1	1.0%
A niece	2	1.9%
A spouse and twin daughters	1	1.0%
An uncle	1	1.0%

	Less than 1 year	1 - 3 years	More than 3 years
2. How long has your member lived at this Veterans Home? (N=291)	73	117	101
Percent?	25.1%	40.2%	34.7%

	2+ times weekly	Weekly	Every 2 weeks	Monthly	Less than monthly	
3. How often do you visit your member at this Veterans home? (N=286)	91	57	38	42	58	
Percent?	31.8%	19.9%	13.3%	14.7%	20.3%	

"Quality of Services" How would you rate . . .	"Positive" ratings		"Negative" ratings		Don't Know	Not Applicable
	Excellent	Good	Fair	Poor		
4. The cleanliness of the facility? (N=291)	79.4%	19.6%	0.3%	0%	0.7%	0%
5. The cleanliness and maintenance of the grounds? (N=288)	70.8%	26.0%	2.1%	0.3%	0.7%	0%
6. The facility's method in addressing your concerns or complaints? (N=288)	57.3%	34.4%	5.6%	0.7%	1.0%	1.0%
7. The staff addressing members' needs first? (N=284)	56.7%	37.0%	5.3%	0.4%	0.7%	0%
8. The staff at knowing what your member's specialized need are? (N=286)	56.3%	37.4%	5.9%	0.3%	0%	0%
9. The quality of medical care provided to your member? (N=284)	59.9%	36.3%	3.5%	0%	0%	0.4%
10. Your confidence level in knowing your member is well-taken-care-of when you are not present? (N=283)	61.5%	34.3%	3.9%	0.4%	0%	0%
11. The number of staff present to meet your member's needs? (N=287)	45.6%	40.4%	10.8%	0.3%	2.8%	0%
12. Your confidence level that your member receives the help he/she needs to eat? (N=288)	55.2%	30.9%	7.3%	0%	1.0%	5.6%
13. Staff following up on your requests? (N=285)	56.5%	31.9%	8.1%	0.7%	0%	2.8%

"Communication"	"Positive" ratings		"Negative" ratings		Don't Know	Not Applicable
	Excellent	Good	Fair	Poor		
How would you rate staff at . . .						
14. Keeping you informed about your member's status within privacy limitations? (N=278)	65.1%	27.0%	5.0%	1.1%	1.4%	0.4%
15. Involving you in planning your member's care? (N=277)	54.5%	33.2%	7.2%	1.8%	0.4%	2.9%
16. Politeness and courteousness toward you? (N=280)	73.2%	25.7%	1.1%	0%	0%	0%
17. Keeping track of your member's personal belongings? (N=275)	46.2%	35.6%	10.9%	3.3%	3.6%	0.4%
18. Making you feel welcome? (N=280)	67.1%	30.7%	1.8%	0%	0%	0.4%
19. Appreciating your help? (N=279)	56.6%	33.7%	4.7%	0.4%	1.4%	3.2%
20. Maintaining communication with you? (N=271)	57.6%	32.1%	8.5%	1.1%	0.4%	0.4%

	YES		NO		UNSURE	
	#	%	#	%	#	%
21. Do you know who to talk to in order to get information about your member? (N=278)	238	85.6%	12	4.3%	28	10.1%
22. <u>Do you fear your member might suffer negative consequences because of something you say or do?</u> (N=283)	<u>15</u>	<u>5.3%</u>	<u>246</u>	<u>86.9%</u>	<u>22</u>	<u>7.8%</u>

"Living Environment"	YES		NO		UNSURE	
	#	%	#	%	#	%
23. Does your member's room meet their individualized needs? (N=279)	262	93.9%	7	2.5%	10	3.6%
24. Does the facility layout meet your member's needs? (N=279)	269	96.4%	5	1.8%	5	1.8%
25. Are you encouraged to bring your member's personal things into the room as space allows? (N=275)	233	84.7%	14	5.1%	28	10.2%
26. Is there a comfortable, private place for you to visit with your member? (N=279)	256	91.8%	13	4.7%	10	3.6%
27. Do you feel the home offers sufficient activities for your family member to participate in? (N=279)	263	94.3%	3	1.1%	13	4.7%

"Member Care"	"Positive" ratings		"Negative" ratings		Don't Know	Not Applicable
	Excellent	Good	Fair	Poor		
How would you rate the facility with...						
28. Addressing your member in an appropriate manner? (N=285)	69.8%	27.7%	1.1%	0.4%	1.1%	0%
29. Being patient with your member? (N=281)	67.3%	27.4%	4.3%	0.4%	0.7%	0%
30. Treating your member with respect? (N=281)	70.1%	27.4%	1.4%	0.4%	0.7%	0%
31. Encouraging your member in maintaining his/her independence? (N=282)	58.5%	33.0%	3.2%	0.7%	3.9%	0.7%
32. Offering appropriate activities to your member? (N=279)	62.0%	30.1%	3.9%	0.4%	2.5%	1.1%
33. Providing a proper amount of time for your member to eat meals, with assistance from staff if needed? (N=277)	62.1%	29.2%	2.2%	0%	4.0%	2.5%
34. Keeping your member clean and well groomed? (N=279)	54.5%	31.5%	10.4%	0.4%	0.4%	2.9%
35. Assisting your member to the toilet when needed? (N=279)	50.9%	32.3%	2.5%	1.1%	5.4%	7.9%
36. Keeping your member physically comfortable? (N=282)	57.8%	36.2%	3.9%	0%	1.1%	1.1%

"Overall"	"Positive" ratings		"Negative" ratings		Don't Know	Not Applicable
	Excellent	Good	Fair	Poor		
How would you rate the facility with...						
37. Please rate this facility in terms of how well it is taking care of your member. (N=287)	66.2%	32.8%	1.0%	0%	0%	0%
38. Please rate this facility in terms of how well its staff respect the dignity of your member. (N=283)	70.7%	26.5%	2.1%	0.4%	0.4%	0%
39. Please rate this facility in terms of how well it is providing tender-loving-care to your member. (N=283)	64.0%	29.7%	3.5%	0%	2.5%	0.4%
40. Please rate the quality of care and services that this facility is providing to your member. (N=284)	66.5%	32.4%	0.7%	0%	0%	0.4%

	Improved	Remained the same	Declined
41. In the last year, has the quality of care and services provided to your member . . ? (N=258)	44	206	8
Percent?	17.1%	79.8%	3.1%

	YES		NO		UNSURE	
	#	%	#	%	#	%
42. Would you recommend this Veterans Home to others? (N=279)	269	96.4%	1	0.4%	9	3.2%
43. Have you ever told other people that the quality care being provided at this Veterans Home is excellent? (N=284)	250	88.0%	26	9.2%	8	2.8%

	Always	MOST of the time	SOME of the time	Very Rarely	Never	
44. Do you feel that your member is happy living at this Veterans Home? (N=281)	80	165	31	4	1	
Percent?	28.5%	58.7%	11.0%	1.4%	0.4%	